



# GIPSA News

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*A newsletter for the employees of the Grain Inspection, Packers and Stockyards Administration*

*January 2003*

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## Happy New Year!

*Donna Reifschneider*

As we begin this new year, I would first like to express my personal hope that each and every employee of the Grain Inspection, Packers and Stockyards Administration had a safe and happy holiday season.

2002 was an interesting and busy year. From my perspective, in the 9 months since I came to GIPSA, I have come to be very impressed with the people who make this agency run on a day-to-day basis. The effort that each of you put into your work is commendable and appreciated. I would like to take this opportunity to thank each and every GIPSA employee for their hard work and dedication this past year.

This new year should be interesting and rewarding as well. We will be looking forward to taking a new direction for this agency by providing new services to our customers. GIPSA will launch the Swine Contract Library, giving pork producers useful information to make reasoned decisions on contracts. Grain will introduce a new process verification program for grains and oilseeds. We will begin to undertake a comprehensive review of the Packers and Stockyards Act of 1921 to make sure that our efforts are compatible with the realities of 21st century business practices. As the business climate and activities continue to change, we at GIPSA will need to adapt and look at new ways of doing business to stay relevant to our customers.

In closing, I would like to extend my best to every GIPSA employee for a safe, happy, healthy, and productive new year.

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# Names in the News

## PERSONNEL

**Dana Stewart**, formerly of the Public and Congressional Relations Staff, is now the assistant to the deputy administrator, FGIS.

The Compliance Division's Review Branch thanks the following field-based people who are scheduled to assist Branch team coordinators in conducting field office and official agency reviews during the second quarter of the new fiscal year. Mitch Doak, agricultural commodity grader, Kansas City Field Office, will help us evaluate two private agencies, East Indiana Grain Inspection, Inc., and Titus Grain Inspection, Inc., located in the Toledo Field Office circuit. Susan Fall, quality assurance specialist, Minneapolis Field Office; Judy Johnston, office services supervisor, Wichita Field Office; and Amanda Roussell, shift supervisor, New Orleans Field Office, will help us evaluate the Portland Field Office. Mary Vick, agricultural commodity grader, Kansas City Field Office, will help us evaluate three private agencies, Champaign-Danville Grain Inspection Departments, Inc., Eastern Iowa Grain Inspection and Weighing Service, Inc., and Keokuk Grain Inspection Service, located in the Cedar Rapids Field Office circuit. Roy Shepherd, shift supervisor, New Orleans Field Office, will help us evalu-

ate a State agency, the Louisiana Department of Agriculture and Forestry, located in the New Orleans Field Office circuit. A big thanks goes to these employees for helping contribute towards the success of the review program.

## FAREWELL

Durwood Helms, marketing specialist retired on January 3, 2003. Durwood began his 32-year GIPSA career in 1969 as an industrial specialist in the Roslyn, VA, P&SP office. Durwood, the youngest of eight children, was raised on a row crop farm in lower Alabama where his family raised corn, cotton, peanuts, and hogs. Durwood attended Troy State Teachers College for 2 years and then began grading peanuts as a fruits and vegetables inspector (FVI). He worked as a FVI in Alabama, Florida, North Carolina, and Maryland. In 1964, he accepted a weights and measures job with the Maryland State Board of Agriculture. P&SP recruited and hired Durwood from the State. In 1971, he transferred to the Newark, NJ, P&SP regional office as their first resident industrial specialist. In 1978, he transferred to FGIS, first in Destrehan, LA, and then in the Atlanta regional office. He resigned during FGIS' 1981 RIF rather than relocate. He worked in

landscaping until rejoining P&S in Kansas City, MO, in 1983. In 1987, he transferred to Lancaster, PA, as the regional supervisor where he remained until reassignment to DC in 1998 following P&SP's reorganization. Durwood and Betty, his wife of 35 years, plan to remain in Lancaster, PA, spend time with their grandkids, and travel.

Louise Jones, secretary to the deputy administrator, P&S, will be retiring on January 31, 2003, after 21 years of Federal service.

## CONDOLENCES

Paul Orlett, former technician at the Technical Services Division, died November 22, 2002, in Portsmouth, Ohio. During his time with FGIS, Paul worked in several reference laboratories, including the Air Oven Lab for 5 years, in the 1980s.

## AWARDS

Duane Putnam, Washington, DC, received a spot award for his efforts coordinating USDA's commemoration honoring FGIS employees who lost their lives in the line of duty during the December 1977 New Orleans, Louisiana, and Galveston, Texas, grain elevator explosions.

# December Issuances

*Fred Kelley, Washington, DC*

## New Issuances

- ❑ FGIS Directive 9180.71, dated 12/16/2002, "Fumonisin Testing Services." (Distribution: A, C, E)
- ❑ Program Notice 02-12, dated 2/09/2002, "Estimating Mycotoxin Test Results." (Distribution: A, C, E)
- ❑ Program Notice 02-11, dated 12/02/2002, "Stinkbug Damage Determination." (Distribution: A, C)

## Cancellations

- ❑ FGIS Directive 9180.71, dated 11/26/2001, "Fumonisin Testing Services".

Please call me at 202-720-0259, fax to 202-690-2755, or send e-mail to [Fred.H.Kelley@usda.gov](mailto:Fred.H.Kelley@usda.gov), if you have any concerns or suggestions.

### For confidential assistance, call your **Employee Assistance Program**

Washington, DC personnel, call...  
301-570-3900  
or 1-800-222-0364

Field personnel, call...  
1-800-222-0364

# To Care is to Share

*Joanne Nielsen, Technical Services Division*

During the 2002 Heartland CFC Campaign, Technical Center employees planned activities and collected funds donated to the Synergy Services, Inc., a United Way agency that seeks to eliminate family violence, abuse, and neglect through crisis intervention, shelter counseling, advocacy, and education for persons of all ages. Our special event activities and pledge forms totaled \$15,353. We reached 130% of this year's CFC goal.

TSD has been accepted into the Heartland CFC *Circle of Caring* in recognition of our employees' profound involvement in community activities. This year, a group of TSD employees volunteered on Saturday, the Day of Caring, to paint a child care facility at the Heart of America Family Services, a United Way agency that provides assistance to families and children through effective parenting, family life education, child and elder resources and referral, counseling assistance, and family preservation programs.

TSD also took part in the Don Bosco Center's "Adopt a Family" Christmas program. This United Way agency promotes self-sufficiency and enhances quality of life through educational and support activities for youth, seniors, new Americans, and families in Kansas City. Fund raising activities, together with generous donations of gift items from TSD employees, ensured a happy Christmas Day for a 10-member family.

We are small but mighty with 68 full time employees. I would like to thank all TSD employees for their support during Heart of America United Way/Heartland Combined Federal Campaign activities. It all comes back to you!

# Travel Bits & Pieces

*Peggy Smith, Washington, DC*

**Official Telephone Call Policy.** The Office of the Chief Financial Officer has revised the Departmental policy for authorized telephone calls while on travel status. This new policy was effective December 1, 2002. The maximum reimbursement for travel within the Continental United States is still \$5.00 per day and the maximum reimbursement for travel outside the Continental United States is \$15 per day. The maximum aggregated amount that may be approved for each travel period cannot exceed the amount equal to the daily reimbursement rate multiplied by the number of lodging nights. Access charges for telephone usage from a hotel are no longer included in the \$5.00 per day. The access charges should be charged as a miscellaneous travel expense. Employees may call daycare providers or non-family members while on official travel as long as the amount of the telephone call does not exceed the daily maximum allowed for personal phone calls.

# **GIPSA**

## **Regulatory Info**

*Tess Butler, Washington, DC*

### **Federal Register Publications**

- ❑ Designation for the Alabama, California, Kankakee (IL), Springfield (IL), and Washington Areas - Published November 22, 2002
- ❑ Cancellation of Oregon's Designation, Request for comments on the Need for Official Service in Oregon, and the Opportunity for Designation in the Oregon Area - Published November 22, 2002
- ❑ Opportunity for Designation in the Kansas, Minot (ND), and Tri-State (OH) Areas, and Request for Comments on the Official Agencies Serving These Areas - Published November 22, 2002
- ❑ Cancellation of Mississippi's Delegation - Published November 27, 2002

# **For Your Health**

*Mavis Rogers, Washington, DC*

**Seatbelts: Why You Should Use Them.** Forty thousand people die each year in car accidents, the leading cause of death for people under the age of 35. Seat belts can prevent death in about half of these accidents. If you know this and are still not wearing a safety belt, ask yourself why. But first, let us look at what happens when a car crashes.

**The Human Collision.** Imagine running as fast as you can – into a wall. You would expect to get pretty banged up. Do you think you could stop yourself if the wall suddenly loomed up when you were two feet away from it? This is exactly the situation you face when the front of your car hits something at only 15 miles an hour. The car stops in the first tenth of a second, but you keep on at the same rate you were going in the car until something stops you – the steering wheel, dashboard or windshield – if you are not wearing your safety belt. This is bad enough at 15 miles an hour, but at 30 miles you hit "the wall" four times as hard as you would at 15, or with the same impact you would feel as if you fell three stories. A properly worn safety belt keeps that second collision – the human collision – from happening.

**Wear It Right.** "Properly worn" means with both straps snugly fitted to transfer the impact of the collision to the parts of your body that can take it – your hip and shoulder bones. With just the shoulder strap on, you can still slide out from under it and be strangled, while the lap belt alone doesn't keep your face from hitting the steering wheel.

**What's Your Reason For Not Wearing One?** "I am only going to the shopping center." Actually, this is the best time to wear a safety belt, since 80 percent of traffic fatalities occur within 25 miles of home and under 40 miles an hour.

"I won't be in an accident. I am a good driver." Your good driving record will certainly help you avoid accidents, but a bad driver may still hit you.

"I'll brace myself." Even if you had the split-second timing to do this, the force of the impact would shatter the arm or leg you used to brace yourself. "I am afraid the belt will trap me in the car" Statistically, the best place to be during an accident is in your car. If you are thrown out of the car, you are 25 times more likely to die. And if you need to get out of the car in a hurry – as in the extremely tiny percent of accidents involving fire or submergence – you can get out a lot faster if you haven't been knocked unconscious inside your car.

"They are uncomfortable." Actually, modern safety belts can be made very comfortable. Most give when you move – a device locks them in place only when the car stops suddenly. You can put a little bit of slack in most belts by simply pulling on the shoulder strap. Others come with comfort clips that hold the belt in a slightly slackened position. You can get a belt extender for belts that won't fit around you at most car dealerships.

"I don't need a belt – I have an airbag." Lucky you! An airbag increases the effectiveness of a safety belt by 40 percent. But airbags were never meant to be used in place of safety belts.

*Courtesy Parlay International Environmental Health and Safety*

# Denver Hosts ASTM Meeting

*James A. Vanderwielen, Des Moines*

On November 14-15, 2002, the Denver office hosted an ASTM meeting for Committee F10 on Livestock, Meat, and Poultry Evaluation Systems. Several members of Senior Management attended to show support for the process of developing standards in the industry for these evaluating devices. Administrator Donna Reifschneider, deputy administrator JoAnn Waterfield, and OPLS director Michael Caughlin attended the executive and general meetings of the subcommittee during the 2-day conference. Packers and Stockyards program Trade Practice Branch chief John Edmond is the current committee chairperson. Several Denver employees attended the main committee meeting on the first day. (See Attached Picture).

Administrator Reifschneider noted that she has been involved in selling graded livestock since 1962. She believes that this type of technology is important to both the livestock producer and purchaser. It helps to show improvement in the genetics and nutrition of the farm operation. GIPSA P&SP see "the development of standards for these devices as an important part of its mission in the livestock industries."

Deputy administrator JoAnn Waterfield told the committee that she appreciated the work that has been done and hopes the committee moves the issued forward as quickly as possible. These standards will ensure that producers get full value for their livestock and that the packers are paying for only the product that they want. Packers are looking toward new technology to improve the accuracy of carcass assessment.

The Committee was formally created in November 2001 when employees of P&SP and the Agricultural Marketing Service, weights and measures inspectors, employees of the Office of Weights and Measures in the Department of Commerce (DOC), and representatives of several major meat packers and manufacturers for evaluating devices voted on the creation of a committee to "develop standards for carcass evaluation systems for livestock." P&SP has leadership positions in all of the committees developed by ASTM on carcass evaluation devices.

This committee was created in response to compliance investigations done by the Des Moines Trade Practice Unit that showed a need for determining standards and user requirements to ensure accurate usage of carcass evaluating equipment. After PSP consulted with the DOC, National Institute of Standards and Technology (NIST), and the National Conference of Weights & Measures, NIST requested that American Society for Testing and Materials (ASTM), West Conshohocken, PA, develop standards on carcass evaluating equipment.



*From left to right: (seated) John Edmond, chief, Trade Practice Branch; John Barthel, Denver regional supervisor; Donna Reifschneider, administrator; JoAnn Waterfield, deputy administrator; Teddi Baird, agricultural marketing specialist, Denver ; (standing) Jens Knutson, economist, Competition Branch; Bryce Wilke, senior agricultural marketing specialist, Des Moines; Sheldon Wishna, supervisory electronics engineer, TSD, Kansas City, MO; James Vanderwielen, trade practice supervisor, Des Moines; John Mott, economist, Denver; Margaret Mills, senior agricultural marketing specialist, Denver; Jack Ver Linden, auditor, Denver; Cary Ainsworth, senior industrial specialist, Atlanta; Kathy Boyd, agricultural marketing specialist, Denver; Stacey Schofield, agricultural marketing specialist, Denver; Chris Gray, senior agricultural marketing specialist, Denver; Jody Boydston-Johnson, senior agricultural marketing specialist, Denver; and Michael Caughlin, director, OPLS.*

# Educational Materials Available from TSD

*Ruth Goff, TSD*

The Board of Appeals and Review, Digital Media Group, has the following educational CDs available:

**Overview of Grading.** Designed for customer outreach, this CD is based on a 1987 Farmland video. Updated with new images, this interactive program provides a general overview of unofficial versus official inspection and a summary of the grading factors for wheat, corn, soybeans, and sorghum.

**Wheat.** Designed for training novice inspectors, this tutorial covers the wheat grading process from initial sample breakdown through the grading process and grade assignment. At the conclusion of the tutorial, the student is presented with an interactive 50 question quiz to self-evaluate their knowledge of the subject matter. This updated version now also includes a PowerPoint version of the material. (Spanish version available.)

**Corn.** Designed for training novice inspectors, the corn grading tutorial covers the corn inspection process from initial sample breakdown through grading and grade assignment. At the conclusion of the tutorial, the student is presented with an interactive 50 question quiz to self-evaluate their knowledge of the subject matter. (Spanish version available.)

**Soybean.** Designed for training novice inspectors, this tutorial covers the soybean grading process from initial sample breakdown through the grading process and grade assignment. At the conclusion of the tutorial, the stu-

dent is presented with an interactive proactive test to self-evaluate their knowledge of the subject matter. The CD also includes a PowerPoint version of the material. (Spanish version available.)

**Rough Rice.** This tutorial covers the rough rice grading process from initial sample breakdown through the grading process. This is a conversion of an earlier VHS training tape to MPEG video.

**Testing Corn for Starlink™.** Testing corn for StarLink™ is designed to provide an overview of the official procedures for testing corn, for the presence of StarLink™ corn using the lateral flow strip methods and certifying the official results. It is a comprehensive review of the procedures for the Strategic Diagnostics Trait and EnviroLogix QuickStix methods.

**Rail Sampling Safety.** This tutorial is designed to show how proper preparation and the use of simple precautionary measures can make sampling railcars with a grain probe (trier) both easier and safer.

**Sorghum** (will be completed by the end of January 2003). Designed for training novice inspectors, the sorghum grading tutorial will cover the sorghum inspection process from initial sample breakdown through grading and grade assignment. At the conclusion of the tutorial, the student will be presented with an interactive 50 question quiz to self-evaluate their knowledge of the subject matter.

These CDs are excellent training tools and are more cost effective than printed brochures. From January 2001 to the present we have distributed over 12,300 CDs worldwide.

We currently are developing the layouts for wheat, corn, soybean, and sorghum, reusable Laminated Grading Mats. This grading aid will have a grading chart, picking surface, and damage images, all on one convenient surface. The mats will be printed on both sides. Mat #1 will have corn on one side and soybeans on the reverse. Mat #2 will have wheat on one side and sorghum on the reverse. They will be excellent tools for industry grain grading schools. These will be available in February 2003.

If you would like to request any of the materials mentioned, please send your request to Roger Friedrich or Ruth Goff, TSD.

As more educational material is developed and available we will let you know.

All educational material mentioned is available at no cost to GIPSA field offices and official agency personnel.

# Designation Renewals

*Jan Hart, Washington, DC*

Administrator Donna Reifschneider and I traveled to four official agencies to visit to personally present their designations to them. We visited California and Washington, and the Kankakee and Springfield private agencies in Illinois. While in Illinois, we also visited with personnel from the Champaign official agency and from the North Dakota official agency's Illinois operations, and with personnel from the Illinois Department of Agriculture. Although Illinois is not designated to provide official services, we interact on a professional basis with them from time to time.

GIPSA granted full 3-year designations to the following five official agencies to provide official inspection and weighing services under the authority of the U.S. Grain Standards Act: Alabama Department of Agriculture and Industries; California Department of Food and Agriculture; Kankakee Grain Inspection, Inc. (designated for inspection services only); Springfield Grain Inspection, Inc.; and Washington Department of Agriculture. Official agencies provide permissive domestic grain inspection services on an official basis to the grain trade and related industries on behalf of FGIS. All three of the States are also delegated to provide mandatory export inspection and weighing services on FGIS' behalf.

**Alabama** was first delegated as a State in 1977 and designated as an official agency in 1978. They provide service Statewide from three SSPs:

Decatur, Guntersville, and Mobile (export services). During fiscal year 2002, these SSPs performed approximately 24,600 full grade inspections (including trucks, hoppers, barges, and submits), 40 aflatoxin tests, 45 export ships, and performed 18,100 Class X



*California Department of Food and Agriculture. Front Row, left to right: Jan Hart, Mike Johnson, Donna Reifschneider, Bill Lyons, and Sandy Newell. Back Row, left to right: Homer Formentera, Laurie Shortridge, Marshall Stoddard, Bill Davis, Dennis Martin, Valerie Brown, Steve Mauch, Dale Rice, Steve Wong, and Bill Hodges.*



*Kankakee Grain Inspection, Inc. Left to right: Brian Lowey, Mike Fegan, Donna Reifschneider, and Bob Crook.*

inbound and 45 Class X export weights. Alabama also provides commodity services under an Agricultural Marketing Act agreement.

**California.** On December 2, 2002, we visited California officials director Bill Lyons, deputy secretary Valerie Brown, director of inspection services Steve Mauch, branch chief

Steve Wong, and program supervisor Sandy Newell. Personnel representing California's SSPs included Stockton supervisor Bill Hodges, Vallejo supervisor Dennis Martin, West Sacramento supervisor (grain) Dale Rice, West Sacramento supervisor (rough rice) Homer Formentera, West Sacramento licensed inspector Marshall Stoddard, quality assurance supervisor Bill Davis, and support staff Laurie Shortridge. GIPSA's California Federal manager Mike Johnson was also present.

California was first delegated as a State in 1977 and designated as an official agency in 1978. They provide service Statewide at 9 SSP's, including Bell, Corcoran, Imperial, Stockton, Vallejo, West Sacramento's grain and rough rice labs, and Williams' rice lab. At Stockton and West Sacramento, they provide export services. At these SSP's during fiscal year 2002, they performed approximately 39,500 full grade inspections (including trucks, hoppers, and submits), 29,600 wheat protein inspections, and 7 export ships including Class X export weights. California also provides commodity and rice services under an AMA agreement.

**Kankakee.** We visited with Kankakee owner and president Mike Fegan and son-in-law and licensed inspector Brian Lowey on November 25, 2002, at their main SSP in Essex, IL.

*Continued, see Designations on page 7.*



## Designations, from page 6.

Other official agency employees were also present, as was Bob Crook, Cedar Rapids compliance officer, Review Branch.

Mike's grandfather founded Kankakee in 1933. Ownership passed through Mike's uncle in 1965 and to Mike in 1987. Kankakee was first designated as an official agency in 1978. In addition to Essex, Kankakee operates a second full-time SSP in Tiskilwa, IL. During fiscal year 2002, Kankakee performed approximately 6,500 full grade inspections (including hoppers, barges, and submits), 750 factor only inspections, 350 aflatoxin tests, 100 stress cracked corn tests, 150 soybean hull purity tests, and 1100 StarLink tests.

**Springfield.** We visited with Springfield owner and president Glen Wallace and operations manager Carol Jirousek on November 26, 2002, at their SSP in Springfield, IL, where it has been located since 1948. Other official agency employees were also present, as was Bob Crook.

Glen's grandfather inspected grain in Chicago before the USGSA was enacted. He worked for a neighboring Illinois agency in 1929 when he founded Springfield. Ownership passed through Glen's father in 1962 and to Glen in 1974. Springfield was first designated as an official agency in 1978. During fiscal year 2002, Springfield performed approximately 3,700 full grade inspections (including hoppers, barges, and submits), 300

factor only inspections, 350 stress cracked corn tests, 350 StarLink tests, and 50 Class X outbound weights.

**Washington.** On December 3,



*Springfield Grain Inspection, Inc. Left to right: Jan Hart, Donna Reifschneider, Glen Wallace, and Carol Jirousek.*

2002, we visited with Washington's deputy director Bill Brookreson, assistant director Bob Gore, Grain Inspection Program manager Randy Deike, and Grain Program administrative assistant Rose-Marie Odell. Personnel representing Washington's



*Washington Department of Agriculture. Front Row, left to right: Bob Gore, Rose-Marie Odell, Bill Brookreson, Donna Reifschneider, Don Potts, and Jack LaRue. Back Row, left to right: John Lindgren, Don Zoellern, Bob Williams, John Flemm, Randy Deike, and Scott Cooley*

regions and SSPs included Eastern regional manager Don Potts, Northwest regional manager Don Zoellern,

Southwest regional manager John Lindgren, WDA quality assurance specialist Jack LaRue, and Olympia QA/QC office supervisor Bob Williams. GIPSA's Washington Federal Manager John Flemm and GIPSA quality assurance specialist Scott Cooley were also present.

Washington was first delegated as a State in 1977 and designated as an official agency in 1978. They provide service statewide at 9 SSPs, including Colfax, Kalama (2 SSPs), Pasco, Seattle, Spokane, Tacoma, Tumwater, and Vancouver. They provide export services at Kalama, Seattle, Tacoma, Tumwater, and Vancouver. In fiscal year 2002, these SSPs performed approximately 45,900 full grade inspections (including hoppers, barges, containers, locals, and submits), 1200 factor only inspections, 22,500 wheat protein inspections, 300 soybean protein and/or oil inspections, 5,100 aflatoxin tests, 3,000 DON tests, 400 export ships.

They performed Class X (400 exports, 600 inbounds, 700 other) and Class Y (32,300 inbounds and 350 outbounds) weighing. Washington also provides commodity services under an AMA agreement.



# I Make a Difference

*Jackie Crull, Des Moines*

In December 2002, I attended a training conference sponsored by the USDA Civil Rights Office called "I Make a Difference." I learned a lot about myself and how I can better myself in my career.

Donna Tyson, the first speaker, gave an inspiration talk called "I Make a Difference." She told us that yesterday is history, tomorrow is a mystery, and today is the present because it is a gift. We cannot change what happened yesterday, only learn from it; tomorrow we don't know what will happen; and today we need to realize what we have and how we got to this place. She talked about life's balance wheel, which includes spiritual, social, physical, career, emotional, and financial aspects, and how each are important and make up ourselves. She also told us about four agreements that will build your career: make your words authentic, don't take it personally, don't make assumptions, and always do your best.

Berri Wells Wilmore talked about DiSC, an assessment similar to the Meyers Briggs test, and taught approaches to take with people with whom you have conflict. Through an educational video and personal profile test, we identified our own behavioral profile, and learned to capitalize on our behavioral strengths, increase appreciation of different profiles, and anticipate and minimize potential conflicts with others.

On Wednesday, we split into groups. This was a great idea; it helped people look "outside the box." In many cases, we didn't know others in the group so it was necessary to talk and group-up with others outside

our norm. Each person went to seven general workshops on different topics but with the shared theme of how to better your career.

Hardi Jones' workshop, "Organizational Culture", focused on different cultures -- control, communication, and contentment -- and how they differ. He shared two quotes that stuck with me. "In order to get something you've never had, you need to start doing things you've never done," and "If you do what you've always done, you will get what you've always gotten." I thought these were important and truthful. To me, they both say change is good, you might better yourself. He also shared eight "qualities that turn bosses on": vision, initiative, risk tolerance, trustworthiness, confidence, leadership, courage, and communication.

Deborah Eyer's workshop, "EEO Is For Everyone", outlined categories of EEO complaints that can be filed, and the formal and informal processes. She said only approximately 3% of all complaints filed are legitimate.

Colleen Kettenhofen's workshop, "Professional Image," focussed on body language and how it affects our ability to get and use power. We also identified our personal style. I learned that you are perceived by your body language, eye contact, facial expressions, use of space, wardrobe, grooming and speaking skills. I was surprised to learn that when you talk, people only listen to your words 7 percent of the time and the tone of voice 38 percent of the time; however, they are watching your body language 55 percent of the time. She told us 10 words that make people forget what

you said before them and only listen to the negative that comes out afterwards. These words are: try, sorry, but, should, could, got to, have to, need to, wish, and can't.

Beverly Pollard's seminar, "Fine Tuning Your Communication Skills" taught us that excellent communication skills are essential for success in the workplace. She talked about the communication skills we need working in teams, providing customer service, negotiating, listening, working in culturally diverse workplaces, and dealing with conflict.

The "Thunderbolt Thinking" seminar by Jaqui Ray-Morris was one of the most interesting. It addressed how we deal with change. The group took a quiz that told us if we were "stuck."

"Career Pathing for Personal Success," by Barbara Fielder, was designed to help us know and define our unique, valuable self. She taught us to market ourselves through our own marketing plan, a good resume. She told us every person needs to have an "elevator speech," which includes items about our strengths and weaknesses, and adjectives that describe ourselves.

The last seminar I attended was "Who Moved My Cheese?" The seminar title was from a book by Spencer Johnson; the seminar instructor was Berri Wells Wilmore. This seminar addressed change and how well you can adapt to it.

This conference was a wonderful experience. I learned a lot about myself. The only downfall to the whole week was that it wasn't long enough.

# Collegiate Crops Contest 2002

*David Lowe and Mark Ruth, Technical Center*

The annual Collegiate Crops Contest has a long, proud heritage. Each November, college students from around the country meet in Kansas City and Chicago to compete and display their knowledge in the areas of plant and seed identification, seed analysis, and grain grading. The contest has been held each year since 1929, with the exception of a few years missed due to the depression and World War II. This year marked the 69<sup>th</sup> contest.

Agricultural colleges and schools of similar rank and purpose in the United States and Canada may send competing teams. Each college's team is made up of three undergraduate students and a support coach, who is a professor from the college's agronomy or agriculture departments. The students compete as teams as well as individuals. Thirty-three students from 10 colleges participated this year.

GIPSA has supported the Kansas City Collegiate Crops Contest for over 30 years. The Board of Appeals and Review prepares samples for the grain-grading portion of the contest, which challenges participants' knowledge of and technical skills in grain quality analysis. The Board also administers and grades the students' individual tests. The grain grading samples consist of eight samples representing different grains for which standards have been established.

Prior to the grain-grading portion of the contest, a representative from the Board presents the samples to the team of coaches for their approval. The team of coaches looks for infractions to the regulations and possible errors. Once the coaches give their approval the students are ready to start. The students are given one and one-half hours to finish the eight samples. It is something to witness the anticipation and dedication on the student's faces as they start the competition. The Board of Appeals makes all eight samples challenging, but attempts to make several of them very challenging. A perfect score of 600 is well deserved and seldom achieved. This year the Rye and Hard Red Winter wheat kept any student from a perfect score. The highest individual score for grain grading (578) was from the University of Minnesota (Crookston) and the team best (1686 out of 1800) was from Kansas State (Manhattan). Kansas State also had the best overall score for all three factors.

During their stay the contestants are taken on several tours around the Kansas City area; which includes a trip to the Technical Center. The Kansas City Field Office prepares the grain grading samples for the second competition held in Chicago.

**Are EEO/CR issues  
or concerns  
affecting your  
employment with  
GIPSA? Do you  
have questions?  
Need help?**

**Then let your  
voice be heard.**

Call the EEO  
Advisory Committee  
at...

**1-800-639-5167**

**Civil Rights Hotline**

**GIPSA News** is the employee newsletter of the USDA Grain Inspection, Packers and Stockyards Administration. Send your news, ideas, suggestions, comments, questions, or thoughts for the next issue to:

**Dana Stewart**

USDA, GIPSA, Stop 3601  
1400 Independence Avenue, SW  
Washington, D.C. 20250-3601  
Phone (202) 720-5091  
FAX (202) 205-9237  
dana.b.stewart@usda.gov

**by January 25, 2003!**

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